



VA WORKFORCE DASHBOARD

ISSUE SEVEN

NOVEMBER 22, 2023

Published Monthly on the Last Friday



In this VA Workforce Dashboard, we are demonstrating our commitment to transparency by sharing with all stakeholders—internal to VA and externally—key performance metrics and data we are using to assess our success in hiring and retaining a world-class, diverse, and inclusive workforce to deliver care, benefits, and services for Veterans, their families, caregivers, and survivors.

Whether you are a Veteran or a civilian, apply to work with a team of committed professionals dedicated to helping our Nation's Veterans.

Take the first step and join VA today. For more information, visit [VA.gov/jobs/](https://www.va.gov/jobs/).

MONTHLY OVERVIEW



Monthly Highlight

- In October, VA Central Office hosted in-person training by the Office of Personnel Management for supervisors on managing hybrid teams. The training focused on developing strong telework agreements and performance plans, communication and collaboration and creating indicators to measure success. Another session is scheduled for November. Also, VA launched new HR IT capabilities. During Federal Health Benefits Open Season in November, VA employees can make changes online through Employee Benefit Self Service instead of manually completing and submitting forms to an HR specialist. The change saves time in making the election and provides employees with immediate access to benefits information.



Top Risks

- Delays or termination in use of PACT Act Title IX authorities will have a negative impact on recruitment and retention.



Employee Voice

- VA has many professionals dedicated to healing Veterans, and that dedication extends to our Chaplain Service. Kaylla Cooper said becoming Bay Pines first woman chaplain was a lengthy process, but it was worth it. With the support of her chief and the rest of her team, she finds a lot of joy in what she does. As a Chaplain and Army Reserve Captain, Kaylla can't imagine what else she would be doing if it wasn't caring for Veterans.

OVERALL VA WORKFORCE OUTCOMES



In this section, we measure the overall current state of VA's workforce with emphasis on growing the workforce to enable VA to expand benefits and care to more Veterans.

VA FY24

(as of 10/31/2023)

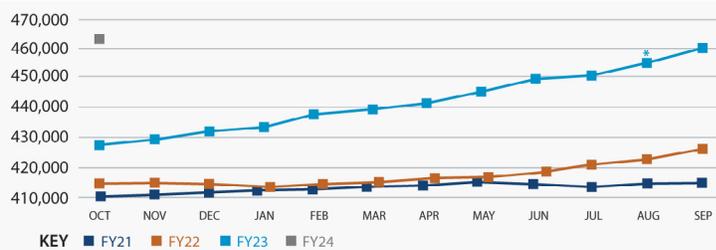
FY24	VA	VHA	VBA	NCA	VACO
Onboards	463,929	410,968	32,231	2,340	16,087
Hires	5,590	4,988	579	27	134
Losses	1,632	1,439	147	22	56
Time to Hire	109 Days	116 Days	46 Days	72 Days	121 Days

VA Cumulative Onboard

(as of 10/31/2023)



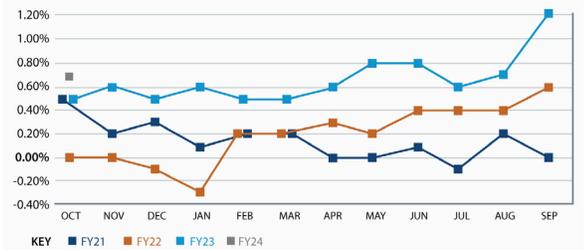
Total VA Onboards
463,929



(*A correction has been made to previously reported August 2023 data.)

VA Percentage Growth Onboard

(as of 10/31/2023)



VA Hiring FY23 vs. FY24

(10/01/2022-10/31/2023 as compared to 10/01/2021-10/31/2022)

Same Period Last Year (SPLY)

+3% SPLY
Announcements

+8% SPLY
Applications

-1% SPLY
Certificates

+24% SPLY
Selections

+7% SPLY
Entries on Duty

In this section, we measure success in hiring and retaining highlighted occupations, both those with direct Veteran serving roles as well as critical Human Resource (HR) and Information Technology (IT) support. For these occupations, we show progress toward our end of year (EOY) onboard goal, our time to hire, and retention.

FY24 Actuals vs. Goal EOY Onboards for Highlighted Occupations

(as of 10/31/2023)

ORGANIZATION	OCCUPATION	CURRENT ONBOARDS	PERCENT OF GOAL	EOY GOAL FOR ONBOARDS
VHA	VHA Overall	410,968	TBD	TBD*
	VHA MCOs Total	145,572	85.3%	170,648
	VHA Additional Key Specialties Total	87,284	TBD	TBD*
VBA	VBA Overall	32,231	88.6%	36,384
	VBA MCOs Total	22,733	91.9%	24,740
NCA	NCA Overall	2,340		N/A
	NCA MCOs Total	698	98.3%	710
HR	HR MCOs Total**	8,816	90.1%	9,781
IT	OIT Overall	7,992	97.0%	8,235
	Series 2210 IT Specialist Total***	7,557	95.8%	7,892

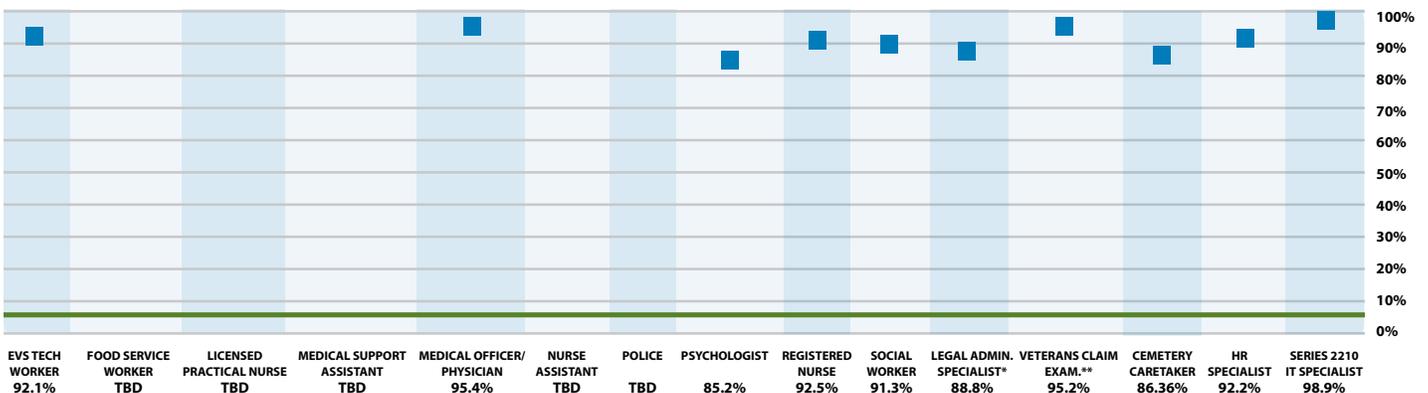
MCO: Occupations agencies consider core to carrying out their missions. Such occupations usually reflect the primary mission of the organization without which mission-critical work cannot be completed.

*VA will update these targets when the full FY24 budget is known. **HR positions Enterprise-wide ***IT Specialist positions Enterprise-wide

ORGANIZATION	OCCUPATION	ONBOARD	GOAL ONBOARD	ON TRACK
VHA	VHA EVS TECH/CUSTODIAL WORKER	12,263	13,311	<input checked="" type="checkbox"/>
	VHA FOOD SERVICE WORKER	4,555	TBD*	TBD
	VHA LICENSED PRACTICAL NURSE	15,454	TBD*	TBD
	VHA MEDICAL SUPPORT ASSISTANT	36,672	TBD*	TBD
	VHA MEDICAL OFFICER/PHYSICIAN	29,085	30,500	<input checked="" type="checkbox"/>
	VHA NURSE ASSISTANT	14,251	TBD*	TBD
	VHA POLICE	4,089	TBD*	TBD
	VHA PSYCHOLOGIST	7,053	8,274	<input checked="" type="checkbox"/>
	VHA REGISTERED NURSE	89,268	96,476	<input checked="" type="checkbox"/>
	VHA SOCIAL WORKER	20,166	22,078	<input checked="" type="checkbox"/>
VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	2,744	3,089	<input checked="" type="checkbox"/>
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	19,512	20,489	<input checked="" type="checkbox"/>
NCA	NCA CEMETERY CARETAKER	698	806	<input checked="" type="checkbox"/>
HR	VA HR SPECIALIST	8,816	9,561	<input checked="" type="checkbox"/>
IT	VA SERIES 2210 IT SPECIALIST	7,696	7,782	<input checked="" type="checkbox"/>

*VA will update these targets when the full FY24 budget is known.

KEY ■ Percent — Percent Through FY24 (8.3%)



*E.g., Call Center Personnel **E.g., Claims Processing Personnel

Highlighted Occupations Time to Hire

(as of 10/31/2023)

ORGANIZATION	OCCUPATION	TIME TO HIRE (IN DAYS) MEAN
 VHA	VHA EVS TECH/CUSTODIAL WORKER	126
	VHA FOOD SERVICE WORKER	102
	VHA LICENSED PRACTICAL NURSE	120
	VHA MEDICAL SUPPORT ASSISTANT	91
	VHA MEDICAL OFFICER/PHYSICIAN	145
	VHA NURSE ASSISTANT	110
	VHA POLICE	134
	VHA PSYCHOLOGIST	157
	VHA REGISTERED NURSE	121
	VHA SOCIAL WORKER	121
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	56
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	39
 NCA	NCA CEMETERY CARETAKER	75
 HR	VA OVERALL HR SPECIALIST	67
 IT	VA OVERALL SERIES 2210 IT SPECIALIST	95

Retention Rates for Highlighted Occupations

(as of 10/31/2023)

ORGANIZATION	OCCUPATION	NEW HIRE RETENTION FOR FIRST 2 YEARS ONBOARDS
 VHA	VHA EVS TECH/CUSTODIAL WORKER	55.3%
	VHA FOOD SERVICE WORKER	53.2%
	VHA LICENSED PRACTICAL NURSE	68.4%
	VHA MEDICAL SUPPORT ASSISTANT	71.3%
	VHA MEDICAL OFFICER/PHYSICIAN	78.1%
	VHA NURSE ASSISTANT	66.3%
	VHA POLICE	73.7%
	VHA PSYCHOLOGIST	82.1%
	VHA REGISTERED NURSE	73.4%
	VHA SOCIAL WORKER	84.0%
 VBA	VBA LEGAL ADMIN. SPEC. (e.g., CALL CENTER PERSONNEL)	53.0%
	VBA VETERANS CLAIM EXAM. (e.g., CLAIMS PROCESSING PERSONNEL)	71.0%
 NCA	NCA CEMETERY CARETAKER	53.8%
 HR	VA OVERALL HR SPECIALIST	73.6%
 IT	VA OVERALL SERIES 2210 IT SPECIALIST	80.8%

 **In this section,** we measure factors influencing employees to leave VA across several key occupations. The exit survey is voluntary and is administered to employees departing VA (not including those who may be transferring from one job to another within VA).

JOB FAMILY/OCCUPATIONS (as of 10/31/2023)	PARTICIPANTS	WOULD WORK AGAIN FOR VA	WOULD RECOMMEND VA	TOP 5 REASONS FOR LEAVING
Medical and Dental	282	79%	85%	Personal Matters, Relocation, Insufficient Pay, Poor Working Relationship, Change Careers
General Administration	82	74%	82%	Change Careers, Lack of Trust/Confidence, Job Stress, Insufficient Pay, Opportunity for Advancement,
Psychologists*	—	—	—	—
Social Workers	35	77%	77%	Change Careers, Personal Matters, Lack of Trust/Confidence, Opportunity for Advancement, Poor Working Relationship
HR Specialists and HR Assistants*	—	—	—	—
Cemetery Caretakers*	—	—	—	—
Veterans Claim Exam. (e.g., Claims Processing Personnel)*	—	—	—	—
Contracting Officers*	—	—	—	—
IT Specialists*	—	—	—	—
All Occupations	808	76%	82%	Personal Matters, Change Careers, Relocation, Insufficient Pay, Job Stress

*Data for these occupations is not available (—) because sample size is <30 responses.

PACT ACT TITLE IX AUTHORITIES

 **In this section,** we measure VA's success in implementing important authorities given to VA through the PACT Act. While these authorities were provided in the PACT Act, applying the authorities impacts the overall workforce, which is why we have included this section in the VA Workforce Dashboard. The data below represents the number of personnel actions arising from the implementation of each of these important authorities.

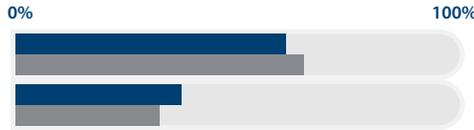
AUTHORITIES	PRE-PACT ACT (August 19, 2021–October 31, 2022)	POST-PACT ACT (August 19, 2022–October 31, 2023)	CAP
Student Loan Repayment	728	1,029	N/A
Special Contribution Awards	38,036	49,651	N/A
Retention Incentives	60,041	55,086	N/A
Recruitment Incentives	3,579	8,782	N/A
Critical Pay Positions	N/A	159	200
College Graduates	N/A	64	194
Post-Secondary Students	N/A	5	43
Toxic Exposure Fund (TEF) FTEs-Initial \$500M	N/A	148	2,382
Critical Skills Incentives	N/A	32,396	N/A



In this section, we measure the demographics of VA's workforce. VA is committed to growing a diverse workforce and cultivating an inclusive work environment. To learn more about VA's workforce, please visit [Workforce Analysis - Office of Resolution Management, Diversity, and Inclusion \(ORMDI\) \(VA.gov\)](#). In the tables that follow, in compliance with OPM's guidance for human resources data, VA's demographic data is collected on a voluntary basis and is based on self-identification. However, we recognize that the demographic categories do not reflect the lived experience of all our Employees. As we continue to enhance the dashboard, we will seek to include sexual orientation and gender identity where Employees may choose to share that information with VA.

GENDER

 GENDER	ONBOARD	HIRES
FEMALE	63.8%	66.9%
MALE	36.2%	33.1%



VETERAN STATUS

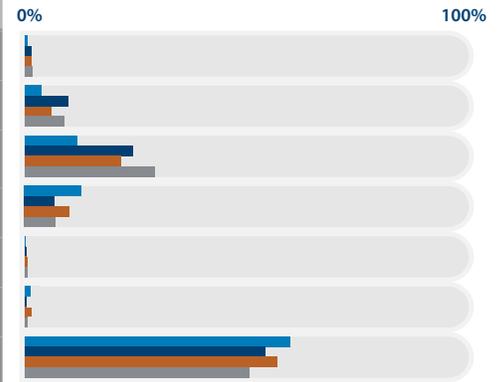
VA WORKFORCE
28.6%

NEW UTILIZATION OF MILITARY SPOUSE HIRING AUTHORITY

FY22 FY23
96 114

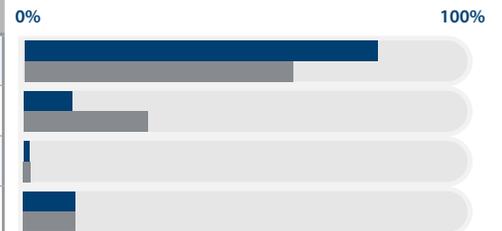
RACE/ETHNICITY

 RACE/ETHNICITY	INDUSTRY WIDE (RCLF-2010)	ONBOARD	GOVERNMENT WIDE ONBOARD	HIRES
AMERICAN INDIAN/ALASKA NATIVE	0.6%	1.6%	1.6%	1.8%
ASIAN	4.7%	9.2%	6.8%	8.8%
BLACK/AFRICAN AMERICAN	13.1%	25.5%	18.4%	29.9%
HISPANIC/LATINO	13.4%	7.4%	9.9%	7.7%
NATIVE HAWAIIAN/PACIFIC ISLANDER	0.2%	0.5%	0.6%	0.6%
TWO OR MORE RACES	2.1%	0.4%	2.7%	0.5%
WHITE	66.0%	55.4%	60.0%	50.7%



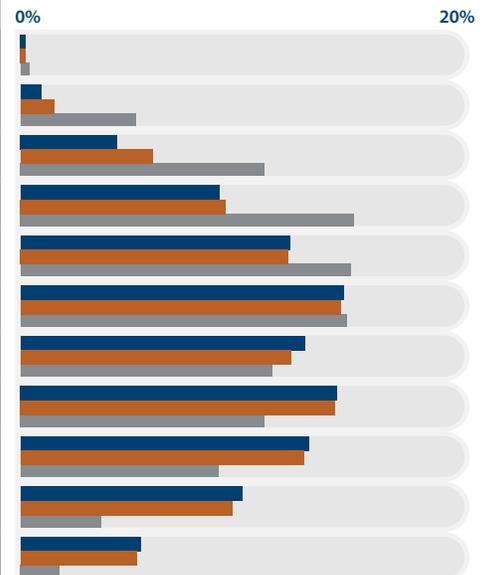
DISABILITY STATUS

 DISABILITY STATUS	ONBOARD	HIRES
NO DISABILITY	76.2%	59.8%
NOT IDENTIFIED	11.7%	28.0%
TARGETED	2.6%	2.8%
REPORTABLE	12.1%	12.1%



AGE

 AGE	ONBOARD	GOVERNMENT WIDE ONBOARD	HIRES
<20	0.1%	0.1%	0.5%
20-24	1.3%	2.1%	5.2%
25-29	4.5%	5.9%	11.1%
30-34	8.8%	9.2%	15.7%
35-39	12.9%	12.8%	15.6%
40-44	14.7%	14.4%	14.9%
45-49	13.5%	12.9%	11.3%
50-54	14.8%	14.0%	11.2%
55-59	13.6%	13.6%	8.4%
60-64	10.0%	9.5%	3.7%
65+	5.8%	5.5%	2.3%



Page One

Metric/Term

VA FY23 Overall

Onboards

Hires

Losses

Time to Hire

VACO

Cumulative Onboard

Percentage Growth Onboard

Announcements

Applications

Certificates

Selections

Entries on Duty

Definition

This chart tracks VA overall workforce outcomes. These numbers exclude about 10,000 intermittent, non-pay, and medical resident and trainee employees.

Due to minor differences in data pulls and updates, component totals do not sum to VA total.

This metric identifies the number of employees onboard during the time period identified. Onboards for each organization reflect a number of specific considerations with respect to funding source. For example, the IT overall onboards reflects all funding sources (not just IT appropriated funds).

This metric identifies new hires from outside VA.

This metric identifies individuals who have separated from the respective VA Administration.

This metric identifies the number of days between the hiring need validation date and the actual start date of a new hire.

This acronym stands for VA Central Office.

This metric identifies the total number of VA employees onboard.

This metric identifies the percentage the workforce grown month-over-month.

This metric identifies the number of announcements posted to USA Staffing during the time period.

This metric identifies the number of applications received to postings during the time period.

This metric represents the number of hiring certificates issued during the time period.

This metric identifies the number of selections that were made during the time period.

This metric identifies the number of VA employees with an EOD (Entry on Duty) date within the time frame.

Page Two

Metric/Term

Mission Critical Occupation (MCO)

VHA Additional Key Specialties

Percent of Goal

EOY Goal for Onboards

On Track

Goal Onboard

Percent (MCO chart)

Percent Through FY23

Definition

This term identifies occupations agencies consider core to carrying out their missions. Such occupations usually reflect the primary mission of the organization without which mission-critical work cannot be completed.

This metric identifies VHA occupations not included as MCOs. VHA Additional Key Specialties include Licensed Practical Nurses, Nursing Assistants, Medical Support Assistants, EVS Tech/Custodial Worker, Food Service Workers, and Police.

This metric identifies the percentage the Administration is towards its onboard goals for its respective MCOs. It is the percentage of the Current Onboards divided by the EOY Goal for Onboards. For HR specialists and IT specialists, this metric shows VA-wide progress toward the end of year goal.

This metric identifies an Administration's MCOs onboard goal to be satisfied by the end of the fiscal year.

The metric identifies whether an occupation is on target to meet end of year onboard goals. The occupation is on track if the blue percentage line is above the yellow line.

This metric identifies the end of year onboard count targets for a specific occupation.

This metric identifies the percentage of onboards for a specific occupation in relation to the end of the fiscal year onboard goals.

This metric identifies the number of days in the fiscal year by percent.

Page Three

Metric/Term

Time to Hire

New Hire Retention for First 2 Years Onboards

Definition

This metric identifies the number of days between the hiring need validation date and the actual start date of a new hire.

This metric identifies the percent of new hires to the VA after 2 years. Retention rates are calculated separately by each Administration. VA is continuing to build out retention rates across a broader section of occupations.

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Metric/Term

Exit Survey

PACT Act Title IX Authorities

Pre-PACT Act

Post-PACT Act

CAP

Student Loan Repayment

Special Contribution Awards

Retention Incentives

Critical Pay Positions

College Graduates

Post-Secondary Student

Toxic Exposure Fund (TEF) FTEs

Critical Skills Incentive

Definition

This metric identifies that Exit Surveys are provided to employees who voluntarily separate from VA. Voluntary separations include voluntary retirements, resignations, and termination of temporary, term, and time-limited appointments. This does not include conduct or performance-based actions or employees transferring to another administration, office, or facility and staying within VA.

This term refers to the Authorities in the PACT Act specific to improvement of the VA's workforce. The relevant workforce sections are found in Title IX, sections 901 to 909.

This term identifies the time period before the PACT Act was signed into law. The term measures the same period as last year (SPLY) when compared to the Post-PACT Act column.

This term identifies the time period after the PACT Act was signed into law. The term measures the identified time period and is compared with the same period as last year in the Pre-PACT Act column.

This metric identifies the statutory caps on relevant authorities in Title IX.

This metric identifies that federally insured student loans may be repaid as a recruitment or retention incentive for candidates or current employees.

This metric identifies the monetary awards for any special contribution, act, service or achievement that benefits VA or the Federal Government in accordance with the guidelines in VA Handbook 5017.

This metric identifies the compensation flexibilities to help the recruitment and retention of the federal workforce. These numbers only reflect new retention incentives allocated in the designated time period, and do not include continuing retention incentives.

This metric identifies the positions with a high level of expertise in a field deemed as critical to the agency's mission may be granted authority to fix the rate of basic pay at a higher rate upon request by agency head to OPM.

This metric identifies the College Graduate Hiring Authority which allows agencies to use strategic recruiting to hire recent college graduates to fill professional and administrative positions at GS-11 level and below. (The authority was established by Public Law 115-232 and is codified at 5 U.S.C. 3115.)

This metric identifies the Hiring Authority for Post-Secondary Students which allows agencies to hire certain post-secondary students into positions at specified grades in the competitive service. The intended effect of the authority is to provide additional flexibility in hiring eligible and qualified individuals.

The PACT Act Toxic Exposures Fund, PL 117 68, Section 805and provides resources to invest in the delivery of Veterans' health care and benefits associated with exposures to environmental hazards during military service.

This metric identifies the pay given to employees with skills directly related to their high demand or at shortage positions that serve a mission-related need of the Department, as determined by the Secretary of VA.

Page Five

Targeted Disability

Reportable Disability

Relevant Civilian Labor Force

Utilization of Military Spouse Hiring Authority

These are the most severe disabilities including blindness, deafness, partial and full paralysis, missing extremities, dwarfism, epilepsy, intellectual disabilities, and psychiatric disabilities. Goal = 2%

An individual with a disability: A person who (1) has a physical or mental impairment which substantially limits one or more major life activities; (2) has a record of such an impairment; or (3) is regarded as having such an impairment. Goal = 12%

The Relevant Civilian Labor Force (RCLF) consists of all U.S. citizens 16 years of age and over, excluding those in the Armed Forces, who are employed in or unemployed and seeking employment in VA specific occupations. When the organization has a presence in Puerto Rico, the population of Puerto Rico is included.

The number of employees appointed to a position during the designated fiscal year using the non-competitive hiring authority for military spouses. VA has an annual reporting requirement to the Office of Personnel Management under the National Defense Authorization Act.